STATE OF WASHINGTON
Washington State Patrol

Request for Information
Amendment 1

January 8, 2007

Project Title: Cadet Application Data Evaluation Tracking System (CADETS)
                      Project

RFI Proposals
Due date: **No later than 5:00 p.m. PDT on January 19, 2007**

Send to: Kristen Regalado, RFI Coordinator
                      WSP Information Technology Division
                      403 Cleveland Avenue SE, Suite C
                      Tumwater, WA 98501-3311

The following is an amendment to CADETS RFI issued on December 22, 2006. All
other terms and conditions of the RFI that have not been revised by this amendment
remain in full force and effect.

Vendor Questions and Answers. Per Section 3.4, Vendor Questions and Answers,
below are questions posed by potential vendors responding to this RFI, and the
Washington State Patrol's responses to those questions.

　　1. Question: Who developed the current tracking system (in-house or outside
　　　　contractor)?

　　　　**Answer: The current tracking system was developed by an outside
　　　　contractor.**

　　2. Question: What is the projected timeframe for completion of the project?

　　　　**Answer: The projected timeframe for completion of the project is
　　　　dependant upon a few factors:**

　　　　• **One purpose of this RFI is to gather information in order to establish
　　　　　an initial cost estimate. The responses received should provide WSP
　　　　　an indication of the hardware that may be required and provide a cost
　　　　　range estimate for software, services, and related expenses. Once**

this information is gathered, WSP will seek a funding source. The project should continue if a funding source relative to the anticipated cost estimate is identified.

- **If funding is available, WSP will conduct a Request for Proposal (RFP) and hopefully, select an Apparent Successful Vendor in the spring. Dependant upon the funding source and availability, WSP would like to purchase the software by June 30, 2007 (our fiscal biennium cut-off date) and then conduct and pay for the implementation services after June 30th. The true start and completion dates would depend on the availably of the selected vendor and their proposed project solution.**

3. Question: Our primary question is whether the State of Washington would equally consider an "on-demand" Software-as-a-Service solution for the Cadet Application Data Evaluation Tracking System (CADETS) RFI.

    Answer: At this time, the Washington State Patrol will not consider an "on-demand" Software-as-a-Service (SaaS) solution for the CADETS project. An "on-demand" solution is a Web-based solution as compared to an "on-premise" solution which WSP desires. The WSP must decline "on-demand" solutions for the CADETS project for the following reasons: *(See also the answer provided for Question 10)*

    - <u>**Security**</u>**: The WSP has stringent security requirements which include requiring background checks for all personnel who have access to Agency data. An "on-demand" solution would require the data to be stored outside of WSP's domain; therefore, would eliminate WSP's knowledge and control of who/when/how/why our data would be accessed.**

    - <u>**Accreditation**</u>**: The WSP maintains accreditation through the Commission for Accreditation for Law Enforcement Agencies (CALEA). An "on-demand" solution would not permit WSP the accessbilities to the data or the controls required to meet the CALEA audit requirements.**

    - <u>**Alternate Reporting Purposes**</u>**: The WSP expects to utilize the data for various reporting purposes. Free accessibility to the data is paramount for our business needs. An "on-demand" solution would not provide WSP with the access to the data that the Agency desires.**

4. Question: [Regarding Item 6.1.1.7 – Ability to attach electronic documents to an applicants file] What electronic formats do you require? (i.e., PDF, MS Word, MS Excel, etc.)

    Answer: The WSP Cadet Application Unit would require the system to have the ability to attach the following types of electronic documents:

- **Microsoft (MS) Word documents (.doc)**
- **MS Excel documents/charts (.xls)**
- **PDF documents (.pdf)**
- **Various graphics (format examples: .jpg, .gif)**
- **Text documents (.txt)**

WSP would consider it favorable if other forms of electronic documents could be attached in the system as well, but at this time, it is not considered a requirement. Examples include:

- **MS VISIO products (.vsd)**
- **MS PowerPoint presentations (.ppt)**

5. Question: [Regarding Item 6.1.1.9 – Ability to record and track Trooper Cadet ride-alongs with current law enforcement officers] Please clarify this requirement.

   Answer: A "Trooper Cadet ride-along" is an event where Trooper Cadets (pre and post hiring) observe current law enforcement officers as they (the officers) conduct normal work activities. The Trooper Cadets gain exposure and experience from these officers during these "ride-along" events.

   The WSP Cadet Application Unit would desire to collect the following types of information related to Trooper Cadet ride-alongs:

   - **Date of the event**
   - **Start/stop hours**
   - **Officer's name (of who the Cadet rode with for each event)**
   - **Officer's agency (i.e.: WSP, Tacoma PD, Thurston County SO)**
   - **Total number of ride-along hours per Trooper Cadet applicant**

6. Question: [Regarding Item 6.1.3.6 – Meets basic Commission for Accreditation for Law Enforcement Agencies (CALEA) audit requirements as identified in: http://www.calea.org/Online/CALEAPrograms/LawEnforcement/lawenfprogram.htm] Can you clarify the specific auditing requirements within this program?

Answer: For as much as the CALEA requirements pertain to the WSP Cadet Application Unit and the desired CADETS system, WSP would expect the system to provide reporting capabilities to support the following CALEA requirements:

- *CALEA Requirement: Develop a comprehensive, well thought out, uniform set of written directives to aid in the effort to reach administrative and operational goals, while also providing direction to personnel*

  WSP will require strong reporting capabilities (whether available by ad hoc reports or through custom reports) so the Agency can produce varied reports capable of containing data for any field present in the CADETS system.

  - *CALEA Directive 11.4.1: Written Directives – Administrative reporting system*

  - *CALEA Directive 11.4.3: Written Directives – System to ensure periodic reports*

  - *CALEA Directive 52.1.12: Written Directives – Annual statistical summaries*

  - *CALEA Directive 82.1.1: Written Directives – Directive establishes privacy and security of records*

    As it would be difficult to ensure this directive is maintained any other way, WSP chooses to house all Trooper Cadet Applicant data on premises, and not through an "on-demand" SaaS solution or ASP solution.

- *CALEA Requirement: Provide the necessary reports and analyses a CEO needs to make fact-based, informed management decisions*

  - *CALEA Directive 16.1.2: Analysis and review of workload assessments*

    As an example, WSP should be able to identify the number of interviews or background investigations scheduled for each member of the Cadet Application Unit who conducts this work.

  - *CALEA Directive 16.2.1: Analysis and review of specialized assignments*

    As an example, WSP should be able to identify the number of recruiting venues scheduled around the State, which staff member facilitated the events, the number of applicants received, and eventually, the number and names of those who passed (or failed) any or all of the 4 phases of the application process.

  - *CALEA Directive 25.1.3: Analysis and review of employee grievances*

Although the applicants are not yet hired, WSP would find it valuable to be able to track the number of applicants who grieved a "non-pass" finding per each phase of testing.

- *CALEA Directive 11.6.4: Preparedness Program – Multiyear plans*

  In preparation of Legislative requests for staff and funding, for example, based on information derived from the CADETS solution, WSP could project the need for additional staff as the number of applicants increase.

- *CALEA Requirement: Develop or improve upon WSP's relationship with the community*

  - *CALEA Directive 1.2.9: Relationship with Community – Bias based profiling*

    Based on fields present in the system, WSP should be able to produce queries and/or produce reports from the CADETS system to identify if any bias (i.e., age, height, gender, race, etc.) exist in the Trooper Cadet hiring process.

  - *CALEA Directive 31.2.1: Relationship with Community – Ethnic and gender reflect community*

    Similar to Directive 1.2.9, WSP should be able to compare WSP's Trooper Cadet hiring's to community statistics. (Community data and the data analysis can be conducted outside of the application. WSP would simply need to be able to pull the necessary data from fields present in the system so such comparisons could be made.)

- *CALEA Requirement: Strengthen WSP's accountability, both within the agency and community, through a continuum of standards that clearly define authority, performance and responsibilities*

  - *CALEA Directive 11.3.1: Accountability – Responsibility for authority and accountability*

    WSP would utilize data from the CADETS project solution to track Trooper Cadet hiring activities and statistics. This data would be a means to provide accountability to the community, WSP, and to CALEA regarding our Trooper Cadet hiring efforts.

  - *CALEA Directive 35.12: Accountability – Annual performance evaluation*

    Some data derived from this system would be used for the monthly and annual performance evaluations to include:

    - **Strategic Advancement Forum (SAF) – Monthly, WSP Divisions present statistics and key noteworthy issues/concerns/ accolades with WSP Executive staff. This is a com-stat reporting style (reporting 'this month' compared to 'last month',**

'this month' compared to the same month last year', 'Current Year to Date (YTD)' compared to 'the previous YTD').

- **WSP Annual Report – Data is gathered annually and presented in the Agency's Annual Report. Much of this same information is shared with the Legislature at their request or to support Agency requests.**

- *CALEA Requirement: Limits WSP's liability and risk exposure because it demonstrates that internationally recognized standards for law enforcement have been met*

  - *CALEA Directive 1.2.3: Liability Risk Exposure – Procedures for compliance with constitutional requirements*

    Reports generated by this system would help WSP to generate evidence of proper hiring practices, among other things.

  - *CALEA Directive 32.1.3: Liability Risk Exposure – Elements of selection process are evaluated in uniform manner*

  - *CALEA Directive 32.2.8: Liability Risk Exposure – Emotional stability and psychological fitness examination*

    Although specific details from the psychological examination will not be documented and tracked in this system (as this is confidentially tracked and controlled by the Department Psychologist), a "Yes/No" data field must be available in the CADETS project solution to signify whether or not the Department Psychologist determined the applicant "passed" the psychological examination.

  - *CALEA Directive 82.1.6: Liability Risk Exposure – Audit of central records computer system*

    As the CADETS system should provide excellent reporting and tracking capabilities, controls for data archival and retrieval, standardized methods or functional capabilities to aid in the scoring or certain tests (i.e., capable of receiving and logging scores from bubble test sheets), etc., auditing the system should be simple.

7. Question: [Regarding Item 6.2.3.1 – Provide application integration with Microsoft products (i.e., MS Excel, MS Word) to generate reports and charts for data manipulation and offline viewing]

   a. Please clarify "integration".

   b. Do data/reports saved in PDF, RTF, DBF, XML, delimited and/or fixed text meet this requirement?

Answer:
  a. **Integration: By application integration, the WSP intends that the addition of any new application or hardware would functionally work with Microsoft's products; the new system would have the capability of translating data and commands from the new system into the format required for the Microsoft products, and vice-versa.**

  True integration implies that the new feature or program can be installed and used with the Microsoft products used by WSP today without problems.

  b. **Yes.**

8. Question: [Regarding Item 6.2.4.5 – Ability to run the application under a service account, not SA or Administrator.] Please clarify definition of a "service account."

   Answer: On a Windows server, an application usually runs as a service. There is a Windows account that the service runs under. WSP does not want the account to be the actual built-in Administrator, or in the case of SQL Server, the SA account (this is a built-in system administrator account).

   The application can run under a Local Service Account or a specific account we create for the application.

9. Question: [Regarding Item 6.3.2.1 – Provides access to a help desk for development and system administration staff that is available by phone 24x7] Since 24x7 support can be very costly to the State, please clarify this requirement considering the following:

   a. Will this system be considered "mission critical" with 24x7 accessibility by the users?

   b. Will the 24x7 support be required for program functionality or for environmental (hardware/OS) support?

   c. Would a 24x7 online support system (non-telephone) with 24 hour turn-around be considered sufficient?

   d. Would pre-arranged after-hours support be supported in lieu of 24x7 support?

Answer:

  a. **No, this system will not be considered "mission critical", requiring 24x7 accessibility by the users; however, the WSP desires to know what options would be available to our staff should a rare emergency situation occur where assistance was needed outside of regular working hours (Monday thru Friday, 8:00 – 17:00).**

  b. **The 24x7 support would be desired for program functionality.**

  c. **Yes.**

  d. **Yes.**

10. Question: The RFI indicates the State intends to host the database on its own network. Will any vendor-hosted solutions be considered, such as an Application Service Provider (ASP) or Software as a Service (SaaS)?

  Answer: At this time, the Washington State Patrol will not consider a Software as a Service (SaaS) or an Application Service Provider (ASP) data hosting project solution. *(See also the answer provided for Question 3 for additional explanation.)*

11. Question: We sell several COTS solutions that individually do not serve all of your needs but when combined together will provide most if not all of the functionality that you specify in your RFI. Will you accept RFI/RFP proposals that use more than one product to accomplish the required tasks? For example, we supply a very good form processing software solution and a best of breed document management solution that are easily integrated. Together they provide a reliable, secure, expandable solution that can meet your stated goals but individually they will not provide what you need. Will you accept proposals for such a combined solution?

  Answer: Yes. In response to this RFI, the Washington State Patrol would accept proposals that use more than one product solution (a combination of solutions), as long as they are easily integrated.

12. Question: How many users will need to be able to process the forms?

  Answer: Approximately 5 – 10.

13. Question: How many users will need to be able to view the CADETS information at the same time?

  Answer: Approximately 5.